



Job Description

Job Title:	Engagement Officer/Volunteer Co-ordinator
Hours:	24 hours (part-time)
Salary:	£23,312 per annum (pro rata part-time)
Reporting to	Lead Officer, Healthwatch South Tyneside
Responsible for	Engagement/Volunteer Recruitment for Healthwatch South Tyneside, to include young volunteers and adult volunteers

Job purpose

To promote Healthwatch South Tyneside's services, work and reputation of the organisation using a wide range of Engagement, Marketing and Communication techniques, with a focus on the recruitment, training and retention of Healthwatch South Tyneside's volunteers.

MAIN DUTIES AND RESPONSIBILITIES

Key responsibilities

- Support the development, with the Lead Officer, of a children and young people policy and procedure framework to include recruitment, induction and training, code of conduct, volunteer agreement - parental consent, confidentiality (to include where this is broken in terms of safeguarding), support/supervision, social media guidelines and complaints.
- Develop and maintain relationships with youth providers and local schools to support recruitment and retention of young volunteers i.e. organisations that will feed young volunteers through to Healthwatch.
- To manage the full lifecycle of young volunteers from recruitment through effective job profiles, retention, DBS authorisation, inductions, training, allocation of work package, volunteer appraisals and database updates.
- Deliver projects using the young volunteers that provide evidence in terms of young people's experience of health and social care in the borough.
- Manage full lifecycle of adult volunteers from recruitment through effective job profiles, retention, DBS authorisation, inductions, training, supervision, allocation of work package and database updates.

- Work with Senior Management to support the delivery of the stakeholder engagement, communications and publications across the entire spectrum of healthcare disciplines, users and other stakeholders.
- Ensure communication and marketing materials are highly effective in terms of branding, marketing and media.
- To proofread all communication documentation.
- Develop effective internal and external relationships.
- Organises and facilitates events and roadshows for marketing, communications and volunteer recruitment for young and adult volunteers.
- Use of a variety of methods of communication to engage with volunteers including face to face, mailshot, newsletters, emails, telephone, media, campaigns etc.
- Increase the profile of Healthwatch South Tyneside to the public and across a variety of media publications and systems through effective engagement and public speaking.
- Contributes to and records activities and data in line with Healthwatch South Tyneside information management systems.
- Undertake any other reasonable and appropriate duties as may be requested.

Governance

To maintain the confidentiality of the organisation in respect of information obtained and use for only authorised specific purposes. Report any concerns about the use of information to the Operations Manager.

General

Maintain a confidential, sensitive and discrete approach to personal, sensitive and organisational information.

Contribute to a culture which values and supports equality and diversity.

Represent Healthwatch South Tyneside in a positive manner.

This job description is not necessarily an exhaustive list of duties but is intended to reflect a range of duties the post-holder will perform.

PERSON SPECIFICATION

	Essential	Desirable
Qualifications	Educated to degree level or equivalent/ and or substantial experience working in a similar role	Marketing Health & Social Care Qualification
Knowledge & experience	<p>Experience of team working within the health and social care sector</p> <p>Experience in engaging and working with volunteers, both young and adult</p> <p>Production and communication of reports</p> <p>Knowledge and understanding of health, social care and wellbeing legislation and policy issues and the challenges facing the NHS, Local Authorities and service providers in other sectors</p> <p>Experience in organising and facilitating events</p> <p>Experienced in delivering training to internal and external stakeholders in systems and processes</p> <p>Knowledge of communications, PR with marketing techniques and approaches gained through significant practical experience within a healthcare environment</p> <p>Is knowledgeable in digital and social media such as Twitter, widgets etc.</p>	
Skills & abilities	<p>Able to build relationships with and work effectively with partners at a strategic level across all sectors</p> <p>Commitment to Nolan’s seven principles of public service: selflessness; integrity; objectivity; accountability; openness; honesty and leadership</p> <p>Sound planning skills, with achievement of targets/milestones</p> <p>Ability to work on own initiative</p>	

<p>Other skills</p>	<p>Good listening skills and the ability to act sensitively</p> <p>A confident spokesperson, with excellent communication skills, articulate and able to express ideas clearly and succinctly, in making presentations</p> <p>IT literate - able to use a full range of IT packages/software e.g. Microsoft Office (Outlook/Word/Excel/PowerPoint/Teams)</p> <p>Confident in holding and attending virtual meetings</p> <p>Team-working skills, able to work in a flexible and adaptable way</p> <p>Commitment to the aims and objectives of Healthwatch South Tyneside</p> <p>Ability to meet the travel requirements of the post</p>	
----------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--

Other/Special

<p>Flexibility</p> <p>Hours</p> <p>Travel</p>	<p>With notice, required to be flexible with days and hours worked.</p> <p>Normal working week: 24 hours per week, days and hours to be confirmed.</p> <p>Future service developments may require some out of hours working, evenings and occasional weekends subject to operational needs. May involve travel and/or overnight stays. Ability to travel throughout the geographical area.</p>
--------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Healthwatch South Tyneside
Hebburn Central
Glen Street
Hebburn
NE31 1AB